

## Article - Public Utilities

[\[Previous\]](#)[\[Next\]](#)

§25–508.

- (a) This section applies only in Prince George's County.
- (b) There is an Office of Prince George's County Ombudsman in the Commission.
- (c) The Prince George's County Executive, with the approval of the Prince George's County Council, shall appoint an Ombudsman.
- (d)
  - (1) (i) Prince George's County shall:
    - 1. pay the Ombudsman's salary;
    - 2. provide to the Ombudsman any benefits available to other employees of Prince George's County; and
    - 3. provide funding for the Office of the Ombudsman.
  - (ii) The county may pay for any legal expenses incurred by the Ombudsman, as provided in the county budget.
- (2) The Prince George's County Council shall determine the salary of the Ombudsman.
- (3) While holding office, the Ombudsman may participate in any Commission program of group health, life, or disability insurance to the same extent and under the same terms as other Commission officers and employees.
- (e) The Ombudsman may represent the interests of a Prince George's County residential or commercial customer who files a written claim with the Commission for:
  - (1) a refund of a payment on a bill for water and sewer usage charges that exceeds the amount that is properly and legally payable; or
  - (2) a reduction in a bill for water and sewer usage charges that exceeds the amount that is properly and legally payable that has not yet been paid.
- (f) The Ombudsman:

(1) shall:

(i) receive a copy of, and review, any written claim filed with the Commission under § 25–106(b) of this title;

(ii) investigate the merits of the claim;

(iii) attend any hearing held in accordance with § 25–106(c)(2) of this title and present any findings and recommendations on the merits of the claim during the hearing; and

(iv) prepare a written statement of findings and recommendations on the claim and provide copies of the statement to the Commission and the claimant; and

(2) may represent the customer in any appeal process.

(g) Notwithstanding any other provision of this division, as to Prince George's County residential customers, if all undisputed bills for water and sewer usage charges are paid when due, the Commission may not interrupt service during the pendency of a written claim filed for a reduction in a bill for water and sewer usage charges that exceeds the amount that is properly and legally payable.

[\[Previous\]](#)[\[Next\]](#)